



Center for Business Research

2017 Charleston Region SC

Industrial Sector

Wage and Benefits Survey

Conducted by:

Center for Business Research
Charleston Metro Chamber of Commerce
4500 Leeds Ave., N. Charleston SC 29405



**Charleston Metro
Chamber of Commerce**

2017 Charleston SC (USA) Metro Area Industrial Sector Wages and Benefits Survey

The 2017 Wages and Benefits Survey of the Charleston region is a study of benefit and compensation practices among industrial employers in the three-county Charleston region (Berkeley, Charleston and Dorchester). These employers included manufacturing and logistics firms as well as some in other sectors who support the industrial cluster. The Charleston Metro Chamber of Commerce's Center for Business Research conducted the survey in late 2017 and early 2018, with September 2017 as the benchmark for responses.

The objective is to provide information on compensation practices of industrial firms operating in the three-county region to:

- Assist companies in creating a benchmark analysis to use for strategic planning purposes
- Help existing firms evaluate their own organization's compensation practices more effectively
- Provide trends and general information on typical practices in the region to prospective industrial companies and site selection consultants looking at the Charleston region as a potential business location

Methodology

The survey was designed by the Center for Business Research with input from local experts in the human resources field in order to develop the most effective questions to be included in the survey.

Participation in the study was promoted through various avenues, including human resources associations and directly to employers through chamber allies.

The survey was administered online, and 40 companies participated in the study, representing a total of more than 14,000 employees in the region. For context, there are approximately 37,000 employees in the manufacturing and logistics sectors of the Charleston Metro Area.

All information submitted by individual companies is confidential.

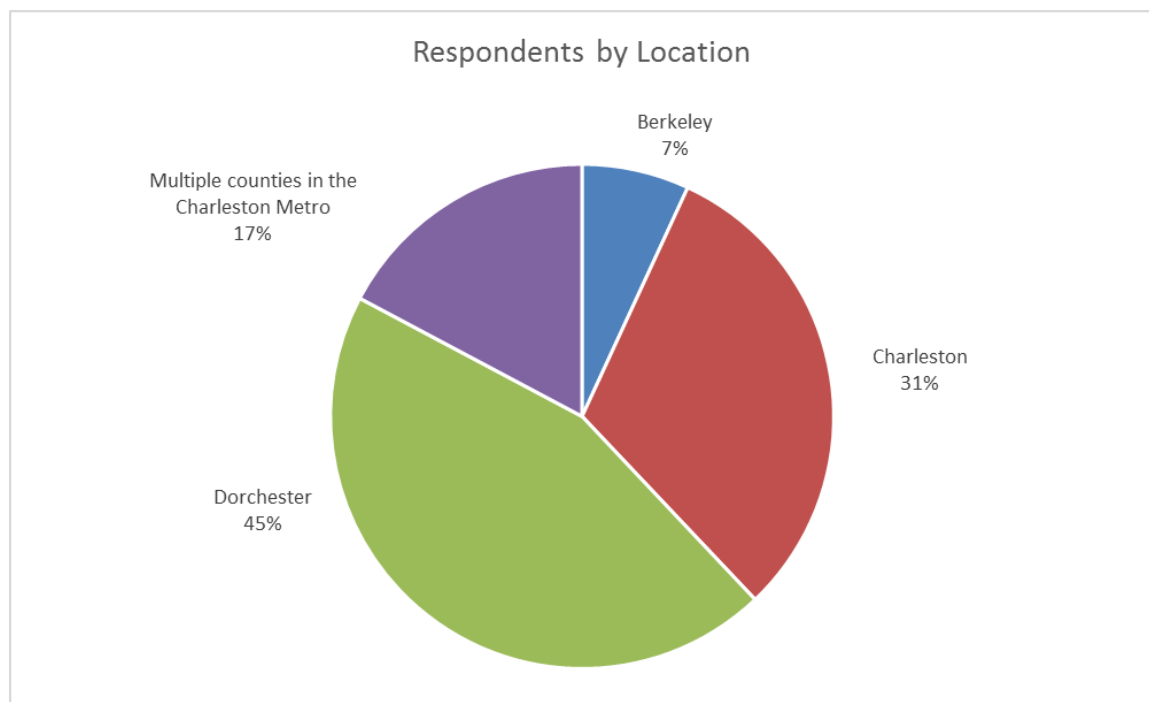
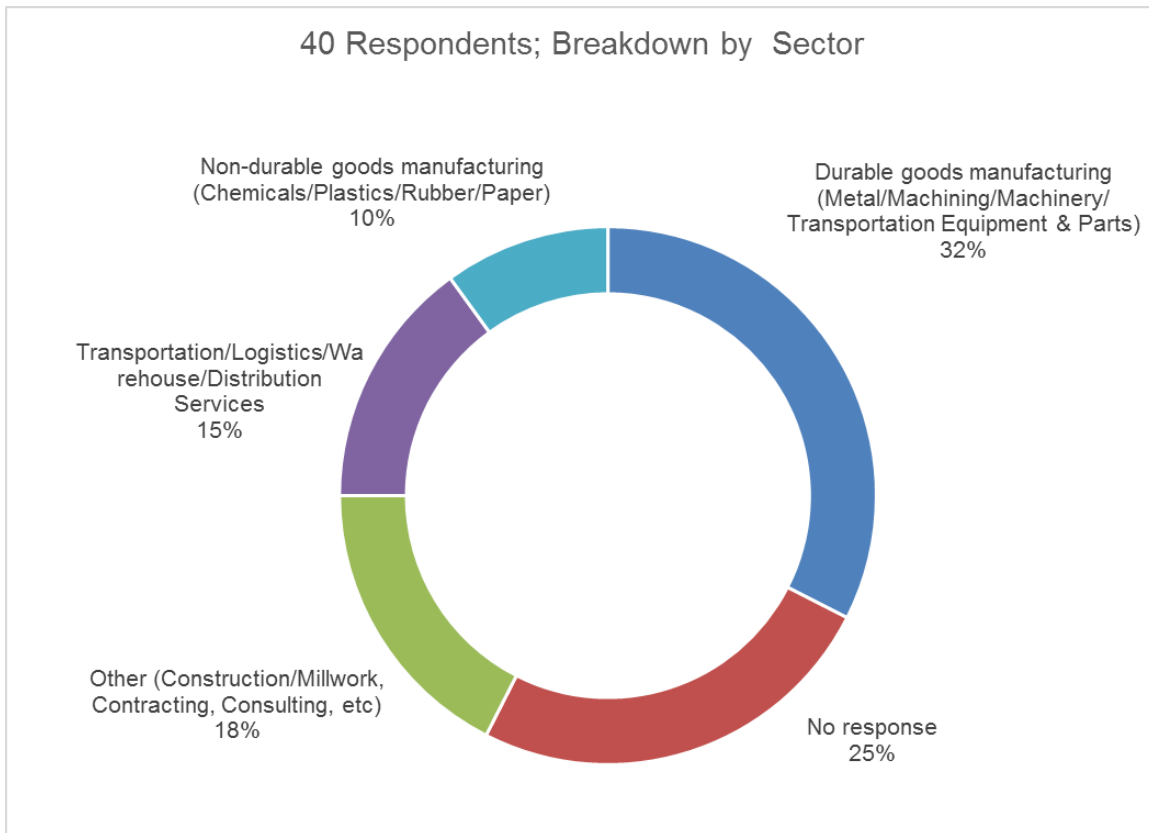
About the Center for Business Research

The Center for Business Research, founded in 1990 by the Charleston Metro Chamber of Commerce, compiles, analyzes and distributes economic and demographic information on the Charleston region. Conducting both primary and secondary research, the Center is a resource for unbiased business, demographic and economic statistics, and its work has been recognized nationally through numerous awards and presentations. The Center has been conducting wages and benefits related surveys since 1997.

For information, contact the Center for Business Research at 843-577-2510 or visit www.charlestonchamber.org/economicdata.

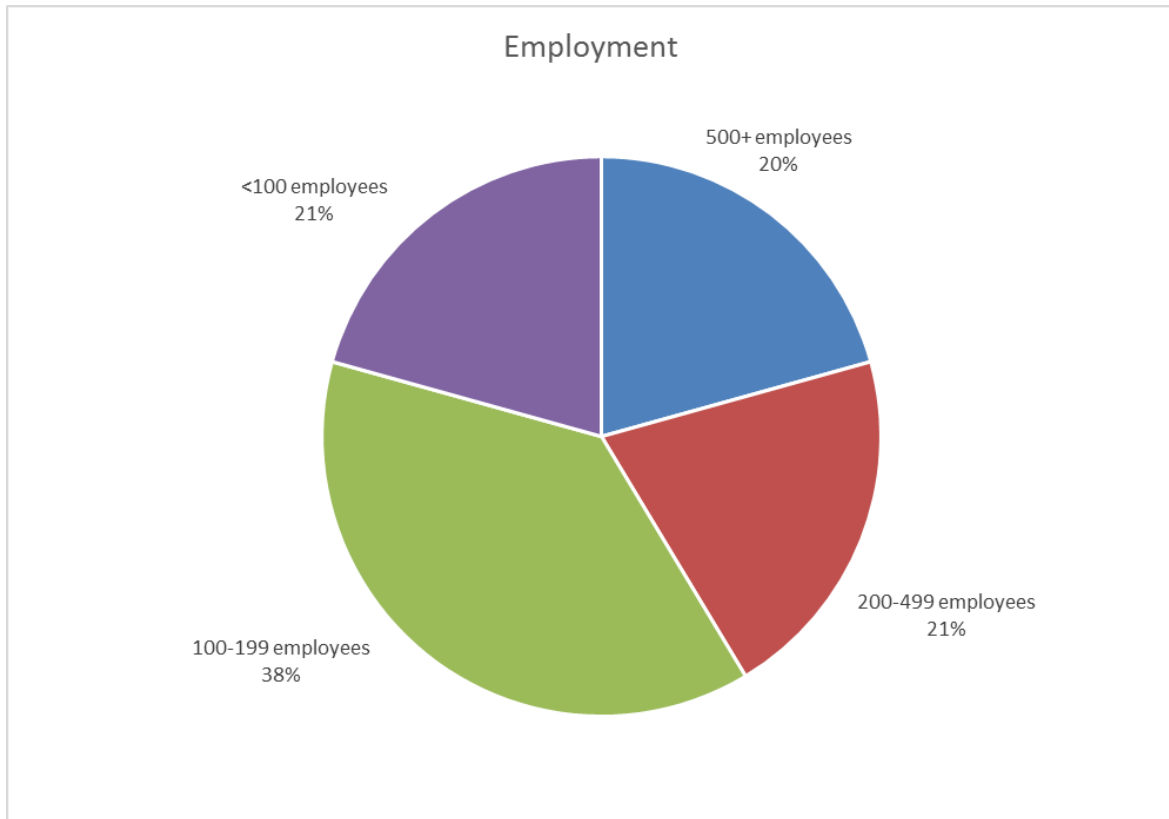
Participant Profile

A total of 40 firms in the three-county Charleston region responded, representing more than 14,000 workers out of the 37,000 employed in the manufacturing and logistics sectors in the region.



Thirty-five percent of firms indicated they are stand-alone locations, and 42 percent indicated they were corporate headquarters. Nearly one-third of responding firms (31 percent) pointed out that their organization was one of multiple locations globally, and 27 percent indicated they were one of multiple domestic (U.S.) locations.

Participating firms were diverse in size.

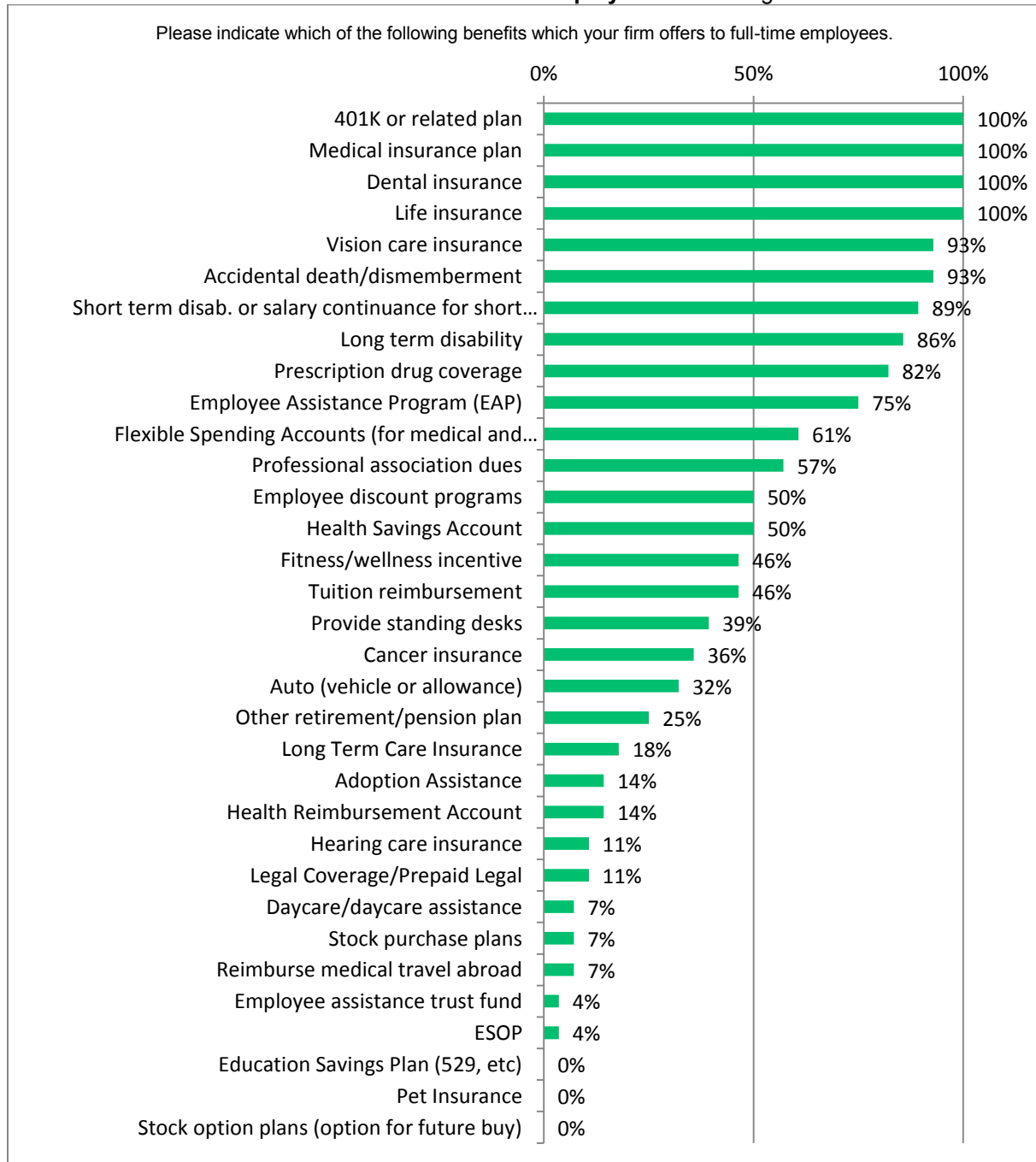


As of September 1, 2017, for your company's Charleston region location(s), please fill in the following regarding current employees:			
Answer Options	Average	Median	Response Sum
# of full-time exempt employees	204	79	5,303
# of full-time non-exempt hourly employees	176	102	3,861
# of full-time non-exempt salaried employees	347	34	4,159
# of part-time, regular employees	5	2	57
# of contract or temporary employees	34	12	638
# other employees	3	3	10
Total/Overall	768	231	14,028

The great majority (91 percent) of participants have no union representation among their employees. The Charleston region's organized labor rate among all firms – public and private - is less than two percent, compared with a statewide unionization rate of 2.6 percent and a U.S. rate of 10.7 percent in 2017.

Benefits Practices

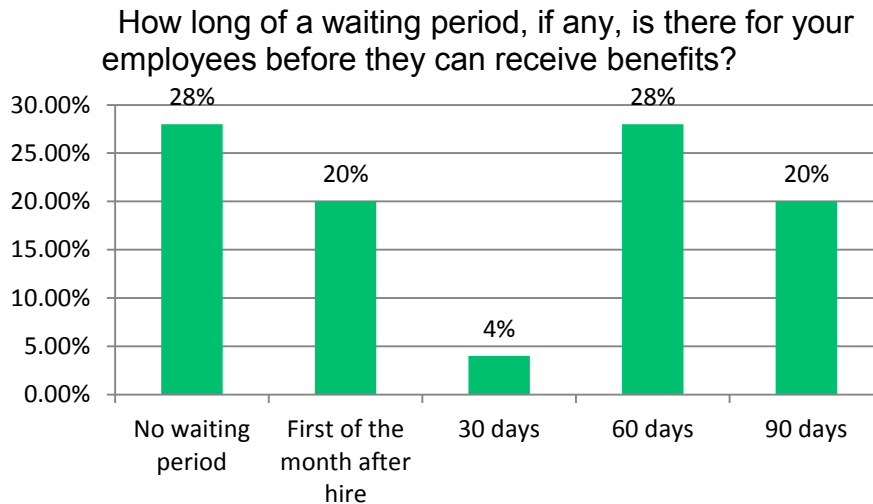
Firms were asked about benefits offered to **full-time employees** at their organizations:



Study participants were asked about benefits provided for **part-time employees** (working less than 30 hours per week). Many respondents noted they do not have part-time employees, but for the eleven

firms who do, 100 percent offer a 401k or similar program to these workers. More than half (55 percent) also offer some form of medical and dental coverage.

According to survey responses, **waiting periods for employees to receive benefits** after hire can vary, and some firms vary waiting periods by type of employee (i.e. salaried versus hourly).



The **most popular medical insurance plan** among all responding firms is the PPO (preferred provider) indicated by 76 percent, followed by HDHP (high deductible health plan), indicated by 40 percent.

Respondents reported the **percentages of medical, dental and vision premiums** that are company-paid:

What percentage of the following insurance premiums is company-paid, if any, for the following?		
	<u>Average % Company-Paid, Employee Only</u>	<u>Average % Company-Paid, Employee plus Dependent(s)</u>
Medical (%)	76	64
Dental (%)	58	51
Vision (%)	27	23

Some firms reported paying 100 percent of medical, dental and vision premiums:

...for employee-only option:	Medical	Dental	Vision
% of firms who pay at least 50% of premium	91%	70%	30%
% of firms who pay at least 75% of premium	68%	30%	15%
% of firms who pay at least 90% of premium	32%	25%	15%
% of firms who pay 100% of premium	5%	15%	10%
% of firms who pay none (0%) of premium	0%	20%	60%

...for employee-plus-dependents options:	Medical	Dental	Vision
% of firms who pay at least 50% of premium	74%	58%	26%
% of firms who pay at least 75% of premium	53%	26%	16%
% of firms who pay at least 90% of premium	11%	16%	11%

% of firms who pay 100% of premium	5%	16%	11%
% of firms who pay none (0%) of premium	11%	26%	68%

In comparison, *nationwide*, the U.S. Bureau of Labor Statistics reports that in 2017, the employer share for employee-only coverage for civilian workers was an average of 80 percent, and for family or employee-plus-dependents coverage, an average of 68 percent. <https://www.bls.gov/ncs/ebs/data.htm>

Paid Time Off

The vast majority of all participants (80 percent) award paid vacation time based on a worker’s date of hire as opposed to a fiscal or calendar year.

Most (86 percent) reported offering some paid leave after six months of work, and all participants reported offering some paid leave after at least one year of service.

How many days of paid leave per year does your company offer to an employee after:			
Answer Options	Most Frequent Response (mode)	Median Response	Average Response
6 months of service	10	8	10
1 year of service	5	10	12
3 years of service	10	14	15
5 years of service	15	15	17
10 years of service	15	20	21
15 years of service	20	20	23
20 years of service	20	21	24

Nearly half (48 percent) of survey participants allow workers to carry over some earned, unused paid leave into the following year (depending on accrual), but almost as many (43 percent) said employees lose it if they don’t use it. Five employers reported that they pay workers for unused, earned paid leave.

When asked the question, “Which of the following **paid holidays** do you provide employees each year?” All respondents (100 percent) reported these as paid time off:

- Thanksgiving Day
- New Year’s Day

At least 90 percent also provided Memorial Day, Independence Day (July 4), Labor Day, and Christmas Day as paid time off. Seventy-six percent offered Christmas Eve (December 24) as a paid day off, and 80 percent reported giving the day after Thanksgiving Day as paid time off.

The survey inquired about other paid leave such as **maternity/paternity**. The majority (67 percent) reported 0 days paid **maternity** leave **beyond existing medical disability or employee-accrued paid time off**. For those firms which did report offering additional paid **maternity** leave, the median was 15 additional days. As for **paternity** leave, 76 percent reported 0 days paid **paternity** leave **beyond existing medical disability or employee-accrued paid time off**. For those firms which did report offering additional paid paternity leave, the median was 15 additional days.

When asked about **paid community service/volunteering time, personal time off, or sick leave**—not including any paid holidays or vacation days-- the most frequent answer among all study participants was 0 days. *Paid* sick leave averaged 8 days per year for the few who offered it. Several respondents noted days of paid leave are offered in total based on length of employment and are not categorized by reason for leave (sick, personal, etc. See question 20.).

Only a small number of firms answered the question about **absenteeism**, and of those who did, most did not report high rates. Three firms reported absenteeism rates of 13 percent or more.

Compensation Practices

Most organizations responding to the survey (82 percent) reported they **update their base pay structure** annually.

The primary **basis for pay increases** was “merit-based/employee performance,” as reported by 82 percent of firms. Some respondents reported a blend of merit and other factors such as company performance or cost of living.

Study participants were asked about pay increases per employee in the firm’s previous fiscal year and those, if any, budgeted for the next fiscal year:

Pay Increase, Previous Year

Employee type	Average increase	Median increase	Mode (most frequent response)	% reporting a 0% increase
exempt	3.6%	3%	3%	10%
non-exempt hourly	2.7%	3%	3%	12.5%
non-exempt salaried	2%	2.85%	3%	23%

Pay Increase, Budgeted for Next Fiscal Year

Employee type	Average increase	Median increase	Mode (most frequent response)	% reporting a 0% increase
exempt	3.2%	3%	3%	10%
non-exempt hourly	2.8%	3%	3%	12.5%
non-exempt salaried	2.1%	3%	3%	21%

How does this compare to the trend nationwide?

According to the U.S. Bureau of Labor Statistics, wages and salaries increased nationwide an average of 2.8 percent overall for both union and non-union workers of all types for the 12-month period ending December 2017 (<https://www.bls.gov/news.release/eci.t10.htm>). Looking at various occupational groups, the nation’s *production, transportation and material moving* workers had the highest pay increase at 3.2 percent during the same time period (<https://www.bls.gov/news.release/eci.t08.htm>).

Pay Formulas and Shift Differentials

The majority of respondents pay their regular base rate until an employee reaches 40 hours per week, then all reported a rate of 1.5 times a worker's regular pay. When it comes to holiday or Sunday work, most employers pay a premium, with some paying "time and a half" and some paying double. Still, some pay regular base rate for holiday and Sunday work.

What is your standard pay formula for non-exempt employees in the following situations?			
	Percent Reporting...		
Answer Options	Time & 1/2	Double-time	Regular base rate
For hours more than 8 hrs/day	28%	0%	72%
For hours more than 40 hrs/week	100%	0%	0%
Hours worked on holidays	25%	38%	38%
Hours worked on Sundays	25%	31%	44%
Call-in	15%	8%	77%
On call	22%	0%	78%

Respondents were evenly split in reporting a **five-day and seven-day operating schedule**, with 44 percent reporting each. Some firms reported a typical six-day operating schedule, and some indicated a blend.

Sixty-four percent of participants reported typical **daily operations of 24 hours** in various forms usually three 8-hour shifts or two 12-hour shifts; 39% reported **rotating shifts**.

Eighteen firms answered the question regarding **paying shift differentials** for non-traditional work hours and a slight majority of those do not (56%), while 44 percent do.

All firms that did report paying shift differentials for non-traditional work hours reported an average premium of \$1.86 per hour (median of \$1.10 **per hour**) **for the second shift**.

The majority of all participating firms reported using some form of bonuses as part of their compensation packages for their non-executive employees.

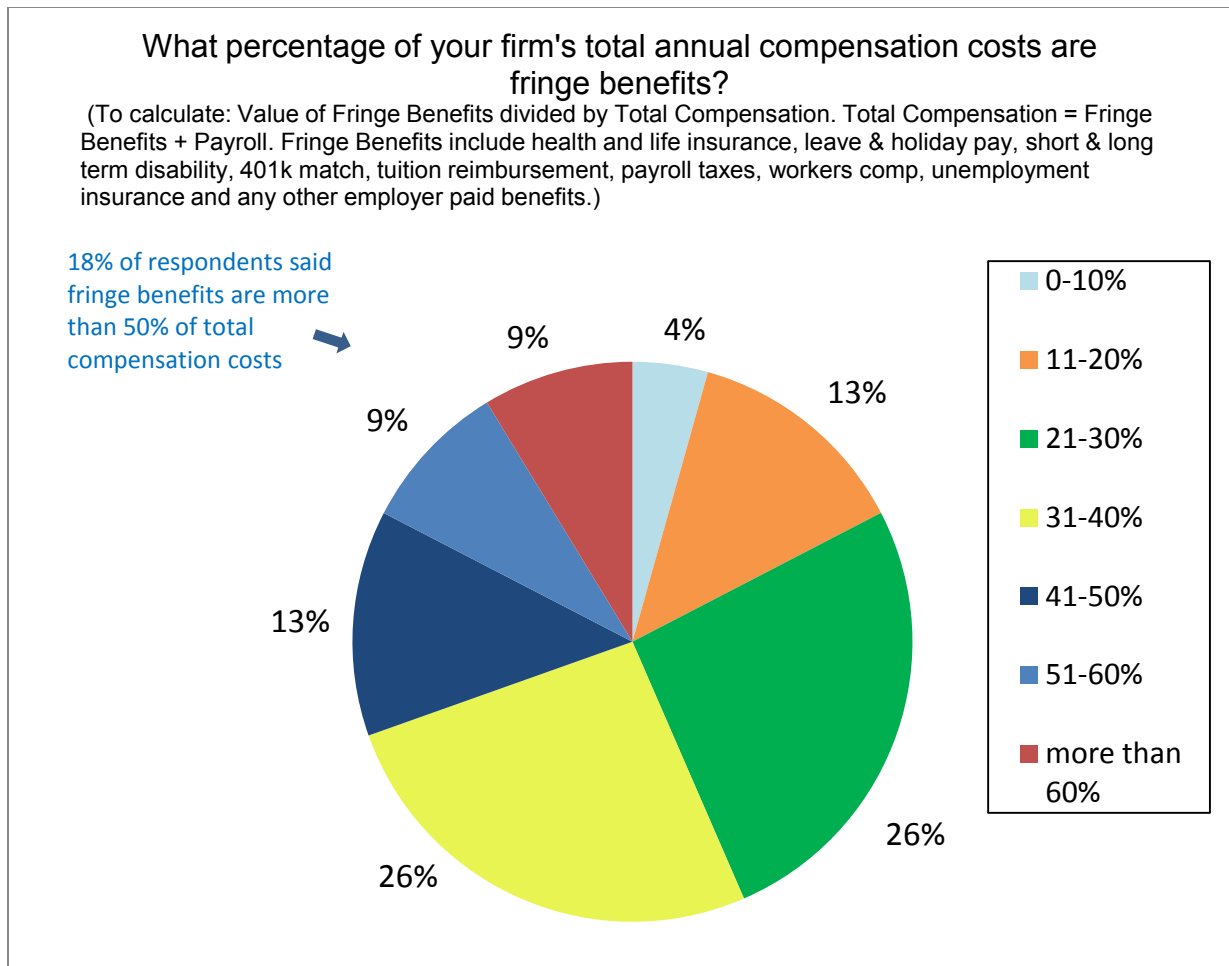
Does your firm offer any of the following to non-executive employees (check all that apply):	
Answer Options	Respondents were able to check more than one:
Sign-on bonuses at hiring	29%
General bonuses (holiday bonus, etc.)	71%
Incentive bonuses (productivity, etc.)	59%
Employee profit sharing	12%
Company stock or stock options	18%
Retention bonuses	0%
Safety bonuses	24%
Perfect attendance bonuses	18%

Write-in responses to this question included *referral and education bonuses, company-wide performance incentives* and a *401k matching program*.

Additional Charleston Area Employer Practices and Policies

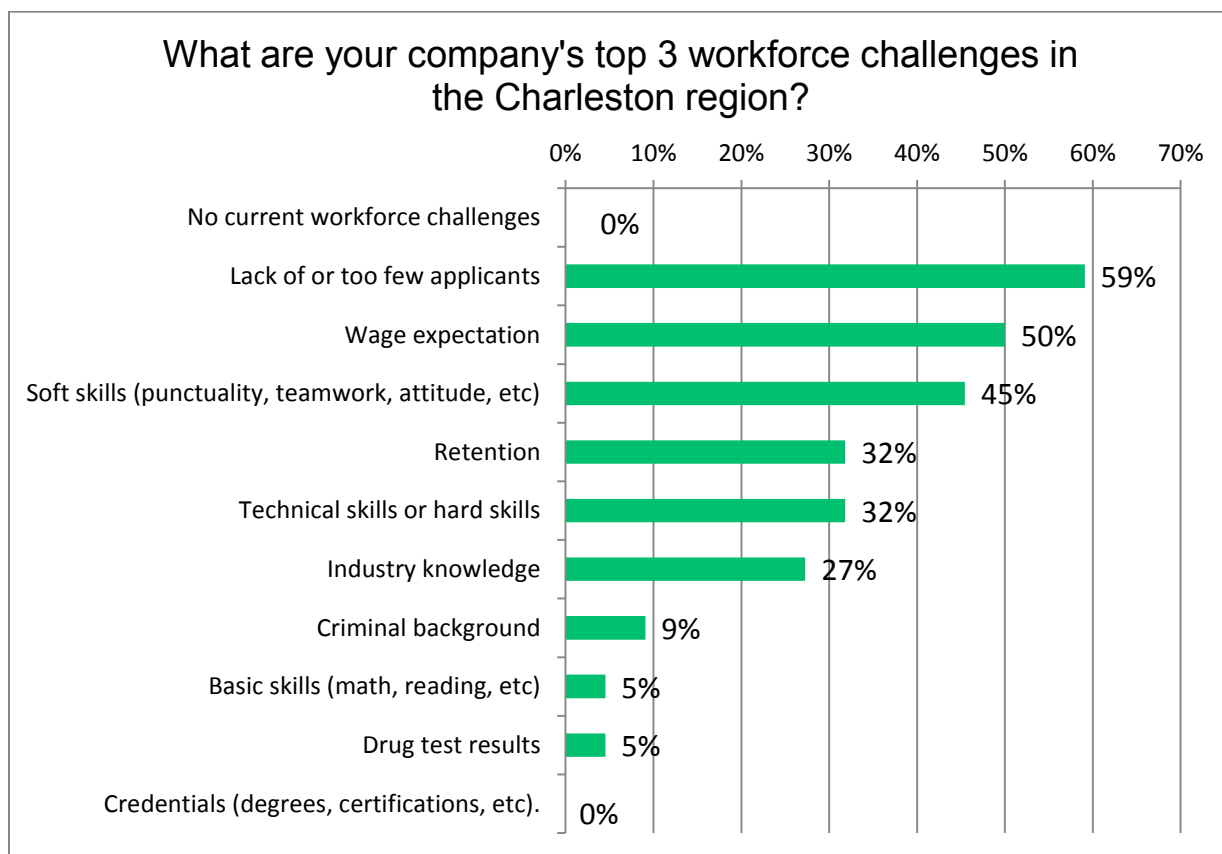
Survey participants were asked about their organizations' fringe benefits as a percentage of their total annual compensation costs. Total compensation was defined as the value of fringe benefits plus payroll. Fringe benefits were defined to include health and life insurance, leave and holiday pay, short- and long-term disability, 401K match, tuition reimbursement, payroll taxes, workers compensation, unemployment insurance and any other employer-paid benefits.

Just over half (52%) of firms reported the cost to be "21% - 30%" or "31% - 40%" of total compensation costs (26% for each category). Nearly one-third (31%) indicated that benefits made up more than 40 percent of total compensation, and 18% said employer-paid benefits made up more than half of their total compensation costs.



The **national average** percentage for benefits as a percentage of total compensation costs is 33.7 percent for goods-producing firms and 31.3 percent for service-producing firms, according to the U.S. Bureau of Labor Statistics. (<https://www.bls.gov/news.release/ecec.t01.htm>)

Study participants were asked about their company's top challenges with regard to workforce. The number one reason indicated by nearly 60 percent of respondents was related to today's tighter labor market nationwide-- "lack of or too few applicants."



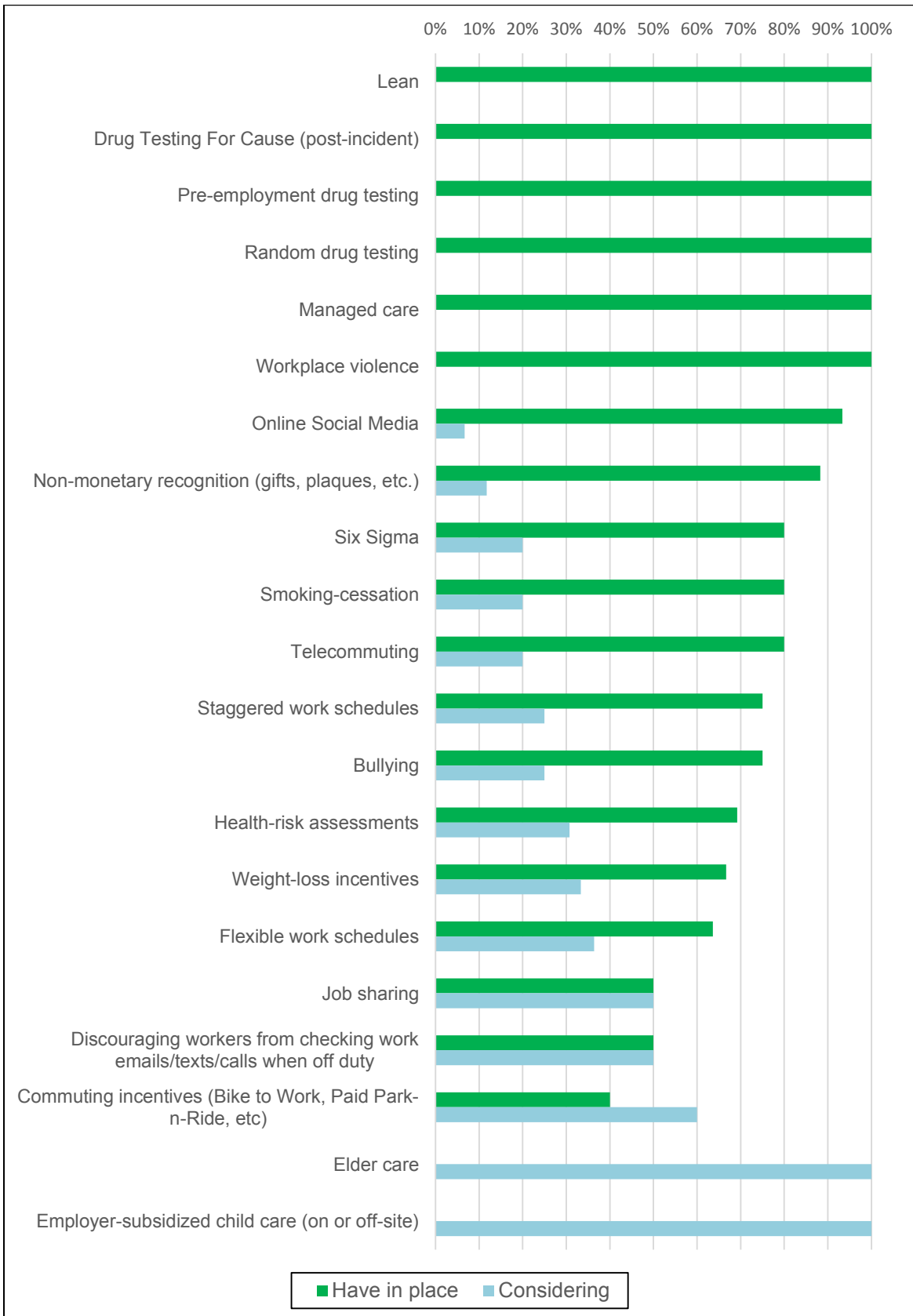
Study participants were asked about **pre-employment evaluation methods, recruiting tools and outsourcing.**

What kind of pre-employment evaluation methods does your firm use, if any?	
Drug-testing	100%
Interviewing	78%
Background checks (education & experience)	74%
Criminal checks	74%
Reference checks	57%
Hire as temps first	35%
Aptitude or specific skills testing (Work Keys, Bennett, Actor Vector, GATB, SATB, etc.)	26%
Credit checks	26%
Physical	26%
Hire as interns first	17%
Web-based pre-screening	9%
Pre-employment training	4%

Which of the following recruiting tools does your firm use (check all that apply)?	
Company website	82%
Advertising via other websites (i.e. Monster.com)	82%
Employee referrals	73%
Internship programs	64%
Online social media	59%
Staffing or Temp firm/Executive search firm	50%
Local Workforce Developers (SC Works Centers or Online Tool/SC Dept of Employment & Workforce/SC Personal Pathways to Success initiative)	50%
Community job fairs	45%
Other Internet-based recruiting	41%
Youth apprenticeship programs	36%
Active recruiting on college campuses	36%
Adult apprenticeship programs	27%
Local newspaper ads	27%
Third party job fairs	23%
Career Academies at area high schools	18%

Which of the following functions, if any, does your facility outsource?	% of respondents
COBRA	76%
Janitorial	72%
Background check	68%
Legal	56%
Employment verification	40%
Retirement Administration	40%
Staffing services	36%
Travel services	28%
IT	24%
Outplacement	24%
Benefits Administration	20%
Security	20%
Maintenance	16%
Payroll Administration	16%
Logistics/Shipping	8%
Training/Development	8%
No functions are outsourced	4%
Finance/Accounting	4%
Mailroom	4%
Marketing/Public Relations	4%
Copy services	0%
Employee compensation	0%
Purchasing/Procurement	0%
Quality Control	0%

Participants' Policies: Current and Under Consideration



Wage Rates by Occupation

In addition to pay-increase rates, survey participants were asked to provide hourly wages for select occupations at their firms. Job descriptions were provided for clarity to study participants and are included at the end of this report.

For comparison purposes, average and median wage rates for 2017 for these occupations across the entire Charleston Metro Area are also presented (*U.S. Bureau of Labor Statistics, 2017 data released 3/30/18* https://www.bls.gov/oes/current/oes_16700.htm).

For occupations with fewer than three responses, data were omitted to maximize confidentiality. Response count should be considered in use or reliability of results.

Any responses provided in the form of annual salary were converted to hourly equivalent assuming a 40-hour work week or 2,080 hours per year.

Q41: Please provide AVERAGE hourly wage (or hourly equivalent) for the following PRODUCTION positions which exist at your Charleston region firm. Skip any that do not apply.					
	Response count	Average Response	Median Response	Metro Average	Metro Median
Production Occupations					
First-Line Supervisors of Production and Operating Workers	14	\$30.96	\$29.67	\$32.25	\$30.59
Machinists	6	\$23.80	\$23.42	\$19.14	\$18.41
Computer-Controlled Machine Tool Operators	2	<i>not enough data</i>		\$21.31	\$21.43
Computer Numerically Controlled Machine Tool Programmers	3	\$31.15	\$34.14	\$30.25	\$27.91
Tool and Die Makers	2	<i>not enough data</i>		\$24.47	\$24.48
Electrical and Electronic Equipment Assemblers	2	<i>not enough data</i>		\$23.87	\$25.21
Team Assemblers	8	\$16.19	\$14.22	\$15.31	\$13.99
Structural Metal Fabricators and Fitters	2	<i>not enough data</i>		\$17.37	\$18.25
Chemical Equipment Operators and Tenders	2	<i>not enough data</i>		\$27.16	\$26.61
Packaging and Filling Machine Operators and Tenders	2	<i>not enough data</i>		\$14.51	\$15.56
Industrial Machinery Mechanics	4	\$27.38	\$27.96	\$28.24	\$25.36
Inspectors, Testers, Sorters, Samplers & Weighers	4	\$18.97	\$18.10	\$21.14	\$20.53
Welders, Cutters, Solderers, and Brazers	5	\$17.97	\$19.00	\$20.53	\$19.50

Q42: Please provide AVERAGE hourly wage (or hourly equivalent) for the following ENGINEERING positions which exist at your Charleston region firm. Skip any that do not apply.

	Response count	Average Response	Median Response	Metro Average	Metro Median
Engineering Occupations					
Industrial Engineers/Quality Engineers	7	\$39.61	\$41.00	\$40.01	\$39.79
Industrial Engineering/Quality Technicians	4	\$30.22	\$28.66	\$27.13	\$27.03
Mechanical Engineers	6	\$40.89	\$41.56	\$39.41	\$39.54
Mechanical Engineering Technicians	4	\$32.68	\$33.83	\$28.46	\$28.19
Electrical Engineers	5	\$45.05	\$47.00	\$41.67	\$41.74
Electronics Engineers	1	<i>not enough data</i>		\$52.22	\$53.63
Electrical and Electronics Engineering Technicians	3	\$31.00	\$34.00	\$31.88	\$30.16
Safety Engineers	3	\$36.29	\$34.00	\$19.95	\$17.95

Q43: Please provide AVERAGE hourly wage (or hourly equivalent) for the following LOGISTICS positions which exist at your Charleston region firm. Skip any that do not apply.

	Response count	Average Response	Median Response	Metro Average	Metro Median
Logistics Occupations					
Industrial Truck and Tractor Operators	8	\$17.49	\$15.50	\$19.85	\$17.36
Warehouse/Freight/ Material handlers	11	\$16.40	\$14.80	\$15.25	\$13.68
Transportation/Logistics/ Warehouse Manager	10	\$38.38	\$35.50	\$43.03	\$39.58
Commercial Drivers	4	\$19.29	\$18.08	\$21.87	\$20.20

Q44: Please provide AVERAGE hourly wage (or hourly equivalent) for the following INFORMATION TECHNOLOGY positions which exist at your Charleston region firm. Skip any that do not apply.

	Response count	Average Response	Median Response	Metro Average	Metro Median
Information Technology Occupations					
Chief Technology Officer/ Director of IT	5	\$58.13	\$58.88	\$62.25	\$58.87
Programmers	5	\$44.00	\$40.23	\$35.46	\$34.84
Systems Analysts	6	\$37.71	\$40.53	\$38.58	\$37.18
Network and Computer Systems Administrators	3	\$33.09	\$31.25	\$41.05	\$38.92
Software Developers, Applications	0	<i>not enough data</i>		\$46.06	\$45.58
Software Developers, Systems Software	1	<i>not enough data</i>		\$40.62	\$39.37

Appendix: 2017/18 Survey Questions and Total Results

1. What is the primary operation of your Charleston area facility or facilities?		
Sector	Response Percent	Response Count
Transportation/Logistics/Warehouse/Distribution Services	15%	6
Food/Beverage Product Manufacturing	0%	0
Chemical/Petroleum Product Manufacturing	3%	1
Plastics/Rubber Product Manufacturing	3%	1
Paper Product/Wood Product Manufacturing	3%	1
Furniture/Textile Product/Apparel/Leather Manufacturing	3%	1
Primary Metal Manufacturing	3%	1
Machining / Metal Product Fabrication or Manufacturing	10%	4
Machinery or Computer/Electronic Product Manufacturing	0%	0
Transportation Equipment & Parts Manufacturing (Aero/Auto/Rail/Marine OEMs, parts, and related)	18%	7
Industrial Support Services (engineering, MRO, consulting, etc.)	0%	0
Other (please specify): contractors, construction/millwork, consulting, etc.	18%	7
<i>answered question</i>		29
<i>skipped question</i>		11

2. County of Local Operation (check all that apply):		
Answer Options	Response Percent	Response Count
Berkeley County	7%	2
Charleston County	31%	9
Dorchester County	45%	13
Multiple counties in the Charleston Metro	17%	5

3. As of September 1, 2017, for your company's Charleston region location(s), please fill in the following regarding current employees:

Answer Options	Average	Median	Response Sum
# of full-time exempt employees	204	79	5,303
# of full-time non-exempt hourly employees	176	102	3,861
# of full-time non-exempt salaried employees	347	34	4,159
# of part-time, regular employees	5	2	57
# of contract or temporary employees	34	12	638
# other employees	3	3	10
Total/Overall	768	231	14,028

4. Optional: Please indicate your firm's approximate total gross annual local payroll in the Charleston region (Berkeley, Charleston and Dorchester counties):

Answer Options	Response Percent	Response Count
less than \$250,000	0.0%	0
\$250,000 to \$499,999	4.6%	1
\$500,000 to \$999,999	0.0%	0
\$1,000,000 to \$2,999,999	18.2%	4
\$3,000,000 to \$4,999,999	9.1%	2
\$5,000,000 to \$9,999,999	18.2%	4
\$10 million to \$20 million	31.8%	7
more than \$20 million	18.2%	4

5. Please check all that apply regarding your Charleston region firm:

Answer Options	Response Percent	Response Count
a stand-alone location	34.6%	9
corporate headquarters	42.3%	11
one of multiple domestic (U.S.) locations	26.9%	9
one of multiple locations globally	30.8%	8

6. Please check the boxes next to the following benefits which your firm offers to full-time employees (not necessarily company-paid).

Answer Options	Response Percent
401K or related plan	100.0%
Medical insurance plan	100.0%
Dental insurance	100.0%
Life insurance	100.0%
Vision care insurance	92.9%
Accidental death/dismemberment	92.9%
Short term disability or salary continuance for short term non-occupational injury/illness	89.3%
Long term disability	85.7%
Prescription drug coverage	82.1%
Employee Assistance Program (EAP)	75.0%
Flexible Spending Accounts (for medical and dependent care)	60.7%
Professional association dues	57.1%
Employee discount programs	50.0%
Health Savings Account	50.0%
Fitness/wellness incentive	46.4%
Tuition reimbursement	46.4%
Provide standing desks	39.3%
Cancer insurance	35.7%
Auto (vehicle or allowance)	32.1%
Other retirement/pension plan	25.0%
Long Term Care Insurance	17.9%
Adoption Assistance	14.3%
Health Reimbursement Account	14.3%
Hearing care insurance	10.7%
Legal Coverage/Prepaid Legal	10.7%
Daycare/daycare assistance	7.1%
Stock purchase plans	7.1%
Reimburse medical travel abroad	7.1%
Employee assistance trust fund	3.6%
ESOP	3.6%
Education Savings Plan (529, etc.)	0.0%
Pet Insurance	0.0%
Stock option plans (option for future buy)	0.0%
Other (specify): uniform allowance; production/safety incentives	7.1%

7. Please check the boxes next to the following benefits which your firm offers to part-time (less than 30 hours per week) employees.		
Answer Options	Response Percent	Response Count
Medical	54.6%	6
Dental	54.6%	6
Vision	54.6%	6
401K or related	100.0%	11
Retirement	27.3%	3
Answered question		11

8. How long of a waiting period, if any, is there for your employees before they can receive benefits?		
Answer Options	Response Percent	Response Count
No waiting period	28%	7
First of the month after hire	20%	5
30 days	4%	1
60 days	28%	7
90 days	20%	5
Different for different classifications of employees	16%	4

9. What type of medical insurance plan(s) do you offer? Check all that apply.		
Answer Options	Response Percent	Response Count
HDHP	40%	10
PPO	76%	19
HMO	4%	1
Indemnity	4%	1
POS	4%	1
CDHP	4%	1
EPO	4%	1
Other: self-insured; consumer health high deductible	8%	2

10. Please indicate which benefit option(s), if any, that your organization

subsidizes or covers the costs of premiums (or claims, if self-insured) for each employee profile presented.					
Answer Options	employee only	employee plus one	employee plus children	employee plus family	Response Count
Medical	76%	64%	68%	96%	25
Dental	73%	64%	64%	95%	22
Vision	75%	69%	63%	94%	16
Life	83%	42%	46%	46%	24

11. What percentage of the following insurance premiums is company paid, if any, for the employee only (or % of claims company-paid if self-insured)?			
	Medical (%)	Dental (%)	Vision (%)
Average % of premium company-paid	76%	58%	27%
% of respondents who pay at least 50% of premium	91%	70%	30%
% of respondents who pay at least 75% of premium	68%	30%	15%
% of respondents who pay at least 90% of premium	32%	25%	15%
% of respondents who pay 100% of premium	5%	15%	10%
% who pay none of premium	0%	20%	60%

12. What percentage of the following insurance premiums is company paid, if any, for the "employee plus dependents" (or % of claims company-paid if self-insured)?			
	Medical (%)	Dental (%)	Vision (%)
Average % of premium company-paid	64%	51%	23%
% of respondents who pay at least 50% of premium	74%	58%	26%
% of respondents who pay at least 75% of premium	53%	26%	16%
% of respondents who pay at least 90% of premium	11%	16%	11%
% of respondents who pay 100% of premium	5%	16%	11%
% who pay none of premium	11%	26%	68%

13. What percentage of your firm's total annual compensation costs are fringe benefits? (To calculate: Value of Fringe Benefits divided by Total Compensation. Total Compensation = Fringe Benefits + Payroll. Fringe Benefits include health and life insurance, leave & holiday pay, short & long term disability, 401K match, tuition reimbursement, payroll taxes, workers comp, unemployment insurance and any other employer paid benefits.)

Answer Options	Response Percent
0-10%	4.4%
11-20%	13.0%
21-30%	26.1%
31-40%	26.1%
41-50%	13.0%
51-60%	8.7%
more than 60%	8.7%

14. Which of the following functions, if any, does your facility outsource?

Answer Options	Response Percent
No functions are outsourced	4.0 %
COBRA	76.0%
Janitorial	72.0%
Background check	68.0%
Legal	56.0%
Employment verification	40.0%
Retirement Administration	40.0%
Staffing services	36.0%
Travel services	28.0%
IT	24.0%
Outplacement	24.0%
Benefits Administration	20.0%
Security	20.0%
Maintenance	16.0%
Payroll Administration	16.0%
Logistics/Shipping	8.0%
Training/Development	8.0%
Finance/Accounting	4.0%
Mailroom	4.0%
Marketing/Public Relations	4.0%
Copy services	0.0%
Employee compensation	0.0%
Purchasing/Procurement	0.0%
Quality Control	0.0%

15. What was the average percent pay increase (if any) per full-time employee during your firm's last fiscal year?

Employee type	Average increase	Median increase	Mode (most frequent response)	% reporting a 0% increase
exempt	3.6%	3%	3%	10%
non-exempt hourly	2.7%	3%	3%	12.5%
non-exempt salaried	2%	2.85%	3%	23%

16. What is the average percent pay increase (if any) per full-time employee budgeted for your firm's next fiscal year?

Employee type	Average increase	Median increase	Mode (most frequent response)	% reporting a 0% increase
exempt	3.2%	3%	3%	10%
non-exempt hourly	2.8%	3%	3%	12.5%
non-exempt salaried	2.1%	3%	3%	21%

17. Does your firm award paid vacation time based on a worker's date-of-hire or your firm's fiscal/calendar year? (check both if applicable)

Answer Options	Response Percent	Response Count
Date-of-hire	79%	19
Fiscal/calendar year	42%	10

18. Which of the following paid holidays do you provide employees each year:

Answer Options	Response Percent	Response Count
New Year's Eve	20%	5
New Year's Day	100%	25
Martin Luther King Jr. Day	28%	7
Presidents' Day	8%	2
Good Friday	52%	13
Easter Monday	4%	1
Memorial Day	92%	23
4th of July	96%	24
Labor Day	92%	23
Columbus Day	8%	2
Veterans Day	8%	2
Thanksgiving Day	100%	25
Day after Thanksgiving Day	80%	20
Christmas Eve	76%	19
Christmas Day	96%	24
Floating Holiday	24%	6
Other (please specify)	16%	4
Answered question		29

"Other (please specify)" write-in responses included "company's founders' day" and "week between Christmas and New Year's Day."

19. How many paid holidays, including floating days, do you provide employees each year?		
Answer Options	Response Average	Response Median
# of days	9.6	10

20. How many days of paid leave per year does your company offer to an employee after:			
Answer Options	Most Frequent Response (mode)	Median Response	Average Response
6 months of service	10	8	10
1 year of service	5	10	12
3 years of service	10	14	15
5 years of service	15	15	17
10 years of service	15	20	21
15 years of service	20	20	23
20 years of service	20	21	24

21. How many days of paid <u>maternity</u> leave (beyond any existing medical disability or employee-accrued leave) does your firm provide? If the answer is "none" please enter a 0.		
67% reported 0 paid days beyond existing medical disability or accrued leave.		
For the 33% who did report additional paid maternity leave beyond existing medical disability or accrued leave, the median number of days was 15.		
Answer Options	All Responses Average	All Responses Median
# of days	6	0

22. How many days of paid <u>paternity</u> leave (beyond any existing medical disability or employee-accrued leave) does your firm provide? If the answer is "none" please enter a 0.		
76% reported 0 paid days beyond existing medical disability or accrued leave.		
For the 24% who reported additional paid paternity leave beyond existing medical disability or accrued leave, the median number of days was 15.		
Answer Options	All Responses Average	All Responses Median
# of days	3	0

23. Not including any paid holidays or vacation days, how many paid days of the following does your Charleston region firm offer to employees annually?		
Answer Options	% of respondents reporting "none"	Response Median
sick leave	70%	0
community service/volunteering	75%	0
personal time off (PTO)	70%	0

Several respondents noted days of paid leave are offered in total based on length of employment and are not categorized by reason for leave (sick, personal, etc.)

24. If a worker doesn't use all earned paid leave within the required time, what happens?		
Answer Options	Response Percent	Response Count
Some or all carries over to next year	47.6 %	10
Loses it	42.9 %	9
Gets paid	23.8 %	5
Can donate	0 %	0

25 & 26. If you know the absenteeism rate for your Charleston region firm, please indicate it here (%):		
Range of Responses	Response Average	Response Median
0% to 30%	8.7%	4.4%
	# that answered question	11

27. What is your standard pay formula for non-exempt employees in the following situations?				
Answer Options	Time & 1/2	Double-time	Regular base rate	Response Count
For hours more than 8 hrs/day	28%	0%	72%	18
For hours more than 40 hrs/week	100%	0%	0%	22
Hours worked on holidays	25%	38%	38%	16
Hours worked on Sundays	25%	31%	44%	16
Call-in	15%	8%	77%	13
On call	22%	0%	78%	9
answered question				29

28. How often is your firm's base pay structure updated?		
Answer Options	Response Percent	Response Count
Annually	73%	14
Every two years	11%	2
Every five years	5%	1
Other (please specify)	11%	2

"Other (please specify)" responses included "as needed" or pointed out different time lines for different classifications of employees.

29. How often does your firm conduct formal employee performance reviews (check all that apply)?		
Answer Options	New employees	Existing employees
Firm does not do formal performance reviews	5%	9%
every 30 days	23%	5%
every 60 days	9%	0%
every 90 days	45%	9%
semi-annually	14%	27%
annually	27%	77%

30. What is your firm's primary basis for pay increases (check all that apply)?		
Answer Options	Response Percent	Response Count
Company performance	37.5%	9
Production	8.3%	2
Cost of living	16.7%	4
Merit-based/Employee performance	75.0%	18
Seniority	0.0%	0
Other (please specify): <i>market data; union-negotiated</i>	8.3%	2

31. Does your firm offer any of the following to non-executive employees (check all that apply):		
Answer Options	Response Percent	Response Count
Sign-on bonuses at hiring	25%	5
General bonuses (Holiday bonus, etc)	60%	12
Incentive bonuses (productivity, etc.)	50%	10
Employee profit sharing	10%	2
Company stock or stock options	15%	3
Retention bonuses	0%	0
Safety bonuses	20%	4
Perfect attendance bonuses	15%	3
Other (specify): <i>401k matching; company-wide performance incentive; referral bonus; education bonus</i>	15%	3

32. How many days does your Charleston region firm typically operate per week?		
Answer Options	Response Percent	Response Count
5	40 %	10
6	12 %	3
7	48 %	12

33. How many hours does your Charleston region firm typically operate per 24-hour period?		
Answer Options	Response Percent	Response Count
8 hours	24%	6
9 hours	4%	1
10 hours	20%	5
12 hours	8%	2
24 hrs: four 6-hour shifts	0%	0
24 hrs: three 8-hour shifts	24%	6
24 hrs: two 12-hour shifts	24%	6
Other (please specify): 24 hrs for 5 or 6 days	8%	2
Answered question		25

34. If your firm operates more than one shift, do you have rotating shifts?		
Answer Options	Response Percent	Response Count
Yes	42%	8
No	58%	11

35. Does your firm pay shift differentials for non-traditional work hours?		
Answer Options	Response Percent	Response Count
Yes	44%	8
No	56%	10

36. If yes, what is the average rate? (Please enter the dollar rate your firm pays in shift differentials for non-traditional work hours.)			
Answer Options	Response Average	Response Median	Response Count
second shift (\$)	\$1.86/hour	\$1.10/hour	8
third shift (\$)	Same as 2nd shift	Same as 2nd shift	7
weekend (\$)	Not enough	data to report	1

37. Which of the following plans or policies do you have or are you considering implementing for employees?

Answer Options	% Have	% Considering
Lean	100%	0%
Drug Testing For Cause (post-incident)	100%	0%
Pre-employment drug testing	100%	0%
Random drug testing	100%	0%
Managed care	100%	0%
Workplace violence	100%	0%
Online Social Media	93%	7%
Non-monetary recognition (gifts, plaques, etc.)	88%	12%
Six Sigma	80%	20%
Smoking-cessation	80%	20%
Telecommuting	80%	20%
Staggered work schedules	75%	25%
Bullying	75%	25%
Health-risk assessments	69%	31%
Weight-loss incentives	67%	33%
Flexible work schedules	64%	36%
Job sharing	50%	50%
Discouraging workers from checking work emails/texts/calls when off duty	50%	50%
Commuting incentives (Bike to Work, Paid Park-and-Ride, etc.)	40%	60%
Elder care	0%	100%
Employer-subsidized child care (on or off-site)	0%	100%
	answered question:	30

38. What kind of pre-employment evaluation methods does your firm use, if any?		
Answer Options	Response Percent	Response Count
Drug-testing	100%	23
Interviewing	78%	18
Background checks (education & experience)	74%	17
Criminal checks	74%	17
Reference checks	57%	13
Hire as temps first	35%	8
Aptitude or specific skills testing (Work Keys, Bennett, Actor Vector, GATB, SATB, etc.)	26%	6
Credit checks	26%	6
Physical	26%	6
Hire as interns first	17%	4
Web-based pre-screening	9%	2
Pre-employment training	4%	1
Answered question:		23

39. Which of the following recruiting tools does your firm use (check all that apply)?		
Answer Options	Response Percent	Response Count
Company website	82%	18
Advertising via other websites (i.e. Monster.com)	82%	18
Employee referrals	73%	16
Internship programs	64%	14
Online social media	59%	13
Staffing or Temp firm/Executive search firm	50%	11
Local Workforce Developers (SC Works Centers or Online Tool/SC Dept of Employment & Workforce/SC Personal Pathways to Success initiative)	50%	11
Community job fairs	45%	10
Other Internet-based recruiting	41%	9
Youth apprenticeship programs	36%	8
Active recruiting on college campuses	36%	8
Adult apprenticeship programs	27%	6
Local newspaper ads	27%	6
Third party job fairs	23%	5
Career Academies at area high schools	18%	4
Non-local newspaper ads	9%	2
Virtual job fairs	0%	0
Answered question:		22

40. What are your company's top three workforce challenges in the Charleston region? (check 3)		
Answer Options	Response Percent	Response Count
No current workforce challenges	0%	0
Lack of or too few applicants	59%	13
Wage expectation	50%	11
Soft skills (punctuality, teamwork, attitude, etc.)	45%	10
Retention	32%	7
Technical skills or hard skills	32%	7
Industry knowledge	27%	6
Criminal background	9%	2
Basic skills (math, reading, etc.)	5%	1
Drug test results	5%	1
Credentials (degrees, certifications, etc.).	0%	0
Other (please specify): <i>hazardous environment; attendance</i>		2
Answered Question		22

Q41: Please provide AVERAGE hourly wage (or hourly equivalent) for the following PRODUCTION positions which exist at your Charleston region firm. Skip any that do not apply.					
<i>Job descriptions appear below, after Q44.</i>	Response count	Average Response	Median Response	Metro Average	Metro Median
Production Occupations	15				
First-Line Supervisors of Production and Operating Workers	14	\$30.96	\$29.67	\$32.25	\$30.59
Machinists	6	\$23.80	\$23.42	\$19.14	\$18.41
Computer-Controlled Machine Tool Operators	2	<i>not enough data</i>		\$21.31	\$21.43
Computer Numerically Controlled Machine Tool Programmers	3	\$31.15	\$34.14	\$30.25	\$27.91
Tool and Die Makers	2	<i>not enough data</i>		\$24.47	\$24.48
Electrical and Electronic Equipment Assemblers	2	<i>not enough data</i>		\$23.87	\$25.21
Team Assemblers	8	\$16.19	\$14.22	\$15.31	\$13.99
Structural Metal Fabricators and Fitters	2	<i>not enough data</i>		\$17.37	\$18.25
Chemical Equipment Operators and Tenders	2	<i>not enough data</i>		\$27.16	\$26.61
Packaging and Filling Machine Operators and Tenders	2	<i>not enough data</i>		\$14.51	\$15.56
Industrial Machinery Mechanics	4	\$27.38	\$27.96	\$28.24	\$25.36
Inspectors, Testers, Sorters, Samplers & Weighers	4	\$18.97	\$18.10	\$21.14	\$20.53
Welders, Cutters, Solderers, and Brazers	5	\$17.97	\$19.00	\$20.53	\$19.50

Q42: Please provide AVERAGE hourly wage (or hourly equivalent) for the following ENGINEERING positions which exist at your Charleston region firm. Skip any that do not apply.					
<i>Job descriptions appear below, after Q44.</i>	Response count	Average Response	Median Response	Metro Average	Metro Median
Engineering Occupations	9				
Industrial Engineers/Quality Engineers	7	\$39.61	\$41.00	\$40.01	\$39.79
Industrial Engineering/Quality Technicians	4	\$30.22	\$28.66	\$27.13	\$27.03
Mechanical Engineers	6	\$40.89	\$41.56	\$39.41	\$39.54
Mechanical Engineering Technicians	4	\$32.68	\$33.83	\$28.46	\$28.19
Electrical Engineers	5	\$45.05	\$47.00	\$41.67	\$41.74
Electronics Engineers	1	<i>not enough data</i>		\$52.22	\$53.63
Electrical and Electronics Engineering Technicians	3	\$31.00	\$34.00	\$31.88	\$30.16
Safety Engineers	3	\$36.29	\$34.00	\$19.95	\$17.95

Q43: Please provide AVERAGE hourly wage (or hourly equivalent) for the following LOGISTICS positions which exist at your Charleston region firm. Skip any that do not apply.					
<i>Job descriptions appear below, after Q44.</i>	Response count	Average Response	Median Response	Metro Average	Metro Median
Logistics Occupations	13				
Industrial Truck and Tractor Operators	8	\$17.49	\$15.50	\$19.85	\$17.36
Warehouse/Freight/Material handlers	11	\$16.40	\$14.80	\$15.25	\$13.68
Transportation/Logistics/Warehouse Manager	10	\$38.38	\$35.50	\$43.03	\$39.58
Commercial Drivers	4	\$19.29	\$18.08	\$21.87	\$20.20

Q44: Please provide AVERAGE hourly wage (or hourly equivalent) for the following INFORMATION TECHNOLOGY positions which exist at your Charleston region firm. Skip any that do not apply.					
<i>Job descriptions appear below, after Q44.</i>	Response count	Average Response	Median Response	Metro Average	Metro Median
Information Technology Occupations	11				
Chief Technology Officer/Director of IT	5	\$58.13	\$58.88	\$62.25	\$58.87
Programmers	5	\$44.00	\$40.23	\$35.46	\$34.84
Systems Analysts	6	\$37.71	\$40.53	\$38.58	\$37.18
Network and Computer Systems Administrators	3	\$33.09	\$31.25	\$41.05	\$38.92
Software Developers, Applications	0	<i>not enough data</i>		\$46.06	\$45.58
Software Developers, Systems Software	1	<i>not enough data</i>		\$40.62	\$39.37

Source of Metro Area Averages and Medians: U.S. Bureau of Labor Statistics, 2017 data released 3/30/18. https://www.bls.gov/oes/current/oes_16700.htm

Occupations and US Bureau of Labor standardized job descriptions:

Production
First-Line Supervisors of Production and Operating Workers - Directly supervise and coordinate the activities of production and operating workers, such as inspectors, precision workers, machine setters and operators, assemblers, fabricators, and plant and system operators. Excludes team or work leaders.
Machinists - Set up and operate a variety of machine tools to produce precision parts and instruments. Includes precision instrument makers who fabricate, modify, or repair mechanical instruments. May also fabricate and modify parts to make or repair machine tools or maintain industrial machines, applying knowledge of mechanics, mathematics, metal properties, layout, and machining procedures.

Computer-Controlled Machine Tool Operators - Operate computer-controlled machines or robots to perform one or more machine functions on metal or plastic work pieces.
Computer Numerically Controlled Machine Tool Programmers - Develop programs to control machining or processing of metal or plastic parts by automatic machine tools, equipment, or systems.
Tool and Die Makers - Analyze specifications, lay out metal stock, set up and operate machine tools, and fit and assemble parts to make and repair dies, cutting tools, jigs, fixtures, gauges, and machinists' hand tools.
Electrical and Electronic Equipment Assemblers - Assemble or modify electrical or electronic equipment, such as computers, test equipment tele-metering systems, electric motors, and batteries.
Team Assemblers - Work as part of a team having responsibility for assembling an entire product or component of a product. Team assemblers can perform all tasks conducted by the team in the assembly process and rotate through all or most of them rather than being assigned to a specific task on a permanent basis. May participate in making management decisions affecting the work. Includes team leaders who work as part of the team.
Structural Metal Fabricators and Fitters - Fabricate, position, align, and fit parts of structural metal products.
Chemical Equipment Operators and Tenders - Operate or tend equipment to control chemical changes or reactions in the processing of industrial or consumer products. Equipment used includes devulcanizers, steam-jacketed kettles, and reactor vessels.
Packaging and Filling Machine Operators and Tenders - Operate or tend machines to prepare industrial or consumer products for storage or shipment. Includes cannery workers who pack food products.
Industrial Machinery Mechanics - Repair, install, adjust, or maintain industrial production and processing machinery or refinery and pipeline distribution systems.
Inspectors, Testers, Sorters, Samplers & Weighers - Inspect, test, sort, sample, or weigh non-agricultural raw materials or processed, machined, fabricated, or assembled parts or products for quality, defects, wear, and deviations from specifications. May use precision measuring instruments and complex test equipment.
Welders, Cutters, Solderers, and Brazers - Use hand-welding, flame-cutting, hand soldering, or brazing equipment to weld or join metal components or to fill holes, indentations, or seams of fabricated metal products.
Engineering
Industrial Engineers/Quality Engineers - Design, develop, test, and evaluate integrated systems for managing industrial production processes, including human work factors, quality control, inventory control, logistics and material flow, cost analysis, and production coordination.
Industrial Engineering/Quality Technicians - Apply engineering theory and principles to problems of industrial layout or manufacturing production, usually under the direction of engineering staff. May perform time and motion studies on worker operations in a variety of industries for purposes such as establishing standard production rates or improving efficiency.
Mechanical Engineers - Perform engineering duties in planning and designing tools, engines, machines, and other mechanically functioning equipment. Oversee installation, operation, maintenance, and repair of equipment such as (but not limited to) centralized heat, gas, water, and steam systems.
Mechanical Engineering Technicians - Apply theory and principles of mechanical engineering to modify, develop, test, or calibrate machinery and equipment under direction of engineering staff or physical scientists.

Electrical Engineers - Research, design, develop, test, or supervise the manufacturing and installation of electrical equipment, components, or systems for commercial, industrial, military, or scientific use. Prepare technical drawings and specifications of electrical systems. Ensure compliance with specifications, codes, or customer requirements. Operate computer assisted engineering or design software.

Electronics Engineers - Research, design, develop, or test electronic components and systems for commercial, industrial, military, or scientific use employing knowledge of electronic theory and materials properties. Design electronic circuits and components for use in fields such as telecommunications, aerospace guidance and propulsion control, acoustics, or instruments and controls. Ensure compliance with specifications, codes, or customer requirements. Operate computer assisted engineering or design software.

Electrical and Electronics Engineering Technicians - Apply electrical and electronic theory and related knowledge, usually under the direction of engineering staff, to design, build, repair, calibrate, and modify electrical components, circuitry, controls, and machinery for subsequent evaluation and use by engineering staff in making engineering design decisions.

Safety Engineers - Promote worksite or product safety by applying knowledge of industrial processes, mechanics, chemistry, psychology, and industrial health and safety laws. Includes industrial product safety engineers.

Logistics

Industrial Truck and Tractor Operators - Operate forklifts or other industrial trucks or tractors equipped to move materials around a warehouse, storage yard, factory, construction site, or similar location.

Warehouse/Freight/Material handlers - Manually move freight, stock, or other materials or perform other general labor. Read work orders, sort cargo, and record number of units handled or moved.

Transportation/Logistics/Warehouse Manager - Plan, direct, or coordinate logistics, transportation, storage, or distribution activities in accordance with organizational policies and applicable government laws or regulations.

Commercial Drivers - Drive a truck (or a tractor-trailer combination) with a capacity of at least 26,000 pounds. May be required to unload truck. Requires commercial driver's license. Ensure mechanical, safety, and emergency equipment is in good working order.

Information Technology

Chief Technology Officer/Director of IT - Plan, direct, or coordinate activities in such fields as electronic data processing, information systems, systems analysis, and computer programming.

Programmers - Create, modify, and test the code, forms, and script that allow computer applications to run. Work from specifications drawn up by software developers or other individuals. May assist software developers by analyzing user needs and designing software solutions. May develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Systems Analysts - Analyze science, engineering, business, and other data processing problems to implement and improve computer systems. Analyze user requirements, procedures, and problems to automate or improve existing systems and review computer system capabilities, workflow, and scheduling limitations. May analyze or recommend commercially available software.

Network and Computer Systems Administrators - Install, configure, and support an organization's local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Monitor network to ensure network availability to all system users and may perform necessary maintenance to support network availability. May monitor and test website performance to ensure websites operate correctly and without interruption. May assist in network modeling, analysis, planning, and coordination between network and data communications hardware and software. May supervise computer user support specialists and computer network support specialists. May administer network security measures.

Software Developers, Applications - Develop, create, and modify general computer applications software or specialized utility programs. Analyze user needs and develop software solutions. Design software or customize software for client use with the aim of optimizing operational efficiency. May analyze and design databases within an application area, working individually or coordinating database development as part of a team. May supervise computer programmers.

Software Developers, Systems Software - Research, design, develop, and test operating systems-level software, compilers, and network distribution software for medical, industrial, military, communications, aerospace, business, scientific, and general computing applications. Set operational specifications and formulate and analyze software requirements. May design embedded systems software. Apply principles and techniques of computer science, engineering, and mathematical analysis.

45. Is there a labor union represented among your employees?		
Answer Options	Response Percent	Response Count
No	91%	20
Yes	9%	2

For questions or more information, please contact the Charleston Metro Chamber of Commerce's Center for Business Research, 843-577-2510.